



## **Retail Sales Advisor**

### **Position Overview:**

The role of the Kauffman Tire Sales Advisor is to sell tires, tire related services, and mechanical services in a retail store environment. The sales associate is responsible for assisting the customer in selecting the appropriate services and products necessary for the safe and efficient operation of the customer's vehicle, in compliance with our policies and procedures. He/she is responsible for having a thorough knowledge of all products and services and explaining their features and benefits to the customer in an informative, pleasant and efficient manner. This position must exemplify the highest level of customer service and professional integrity.

### **Responsibilities:**

- Development and Retention of Teammates.
- Building Customer Satisfaction & Loyalty.
- Providing Tire and Auto Products and Services.
- Creating Results for Teammates, Customers, and the Company.
- The Merchandising, Advertising and Promotion of Products and Services.
- Selecting, Coaching and Developing Store Teammates.
- Involvement in every aspect of the store operation.
- Energetic responsiveness to every customer, on the phone and in the store.
- Attention to each customer's needs: documenting and determining the best response and solution to a wide variety of situations.
- Communicate accurately to sales teammates and technicians to establish time commitments that meet our standards and exceed the standards of the customer.
- Following proper checkout procedures: explaining all warranties and options to our customers, thanking them for their visit, and conveying our true appreciation for their business.
- Ability to step up to duties as assigned

### **Qualifications:**

- Demonstrated success in retail sales management is a plus.
- Valid driver's license required.
- Pre-employment drug test/physical/background check will help assure we build teams of people who can best work with others and serve the needs of our customers.

**If interested, please visit our career website  
[www.ktcareer.com](http://www.ktcareer.com) to apply online!**